

G-Cloud 15

Cloud Consultancy

Service Definition Document



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1. FarrPoint

1.1 About Us

FarrPoint is an independent technology consultancy which specialises in digital connectivity, digital services, and data.

We provide independent advice on the commercial, and technical considerations of the design and deployment of digital infrastructure and services, cloud and data strategies, technical planning and modelling, use case development, procurement support and implementation assurance.

Our team comprises a mix of consulting technologists, economists, and data scientists who work together to provide experience, expertise and complementary resource to clients in the public and private sectors.

1.2 Our Approach

Our approach is unlike many other consultancies. What clients get from FarrPoint is pragmatic guidance from a team that understands both the commercial, regulatory, and policy considerations, plus how these connectivity and technology solutions can be delivered on the ground to deliver the desired benefits.

As trusted advisers, we build strong relationships with our clients based on empathy, flexibility and independence.

1.3 Our Expertise

Our team has decades of experience advising clients on connectivity, digital services and enterprise IT. This includes the latest IoT and smart solutions, cloud services, fixed and mobile connectivity and AI.

We believe that connectivity is the underlying mechanism to bringing social and economic benefits to societies and communities.

Find out more about us and our services at www.farrpoint.com.

2. Cloud Consultancy

2.1 Service Detail

FarrPoint's Cloud Consultancy provides independent advice to organisations to allow them to plan and deploy cloud services.

Our services cover the whole project lifecycle and include:

- **Business and Technical Requirement Capture:** We work with clients to capture the business needs and user requirements that ultimately form the drivers for cloud, data use, and wider technology adoption. Our decision-making is based on an assessment of the current position, taking into consideration technology trends, benefits, challenges, security and risks to provide a clear and compelling vision of how the application of technology, data, and effective service delivery can move the business and user experience to where it needs to be.
- **Research and Business Analysis:** FarrPoint completes research on behalf of clients, for example, market reviews to identify use cases, best practice, success criteria, emerging technologies, services, and potential suppliers. Projects can include FarrPoint engaging directly with stakeholders, including the internal users, partners, and citizens that will be using digital services to gather feedback and requirements. We also complete business analysis which includes requirement capture, analysis of service usage, process mapping, etc.
- **Strategy and Business Case Development:** FarrPoint develops business, technology and data strategies for clients. Business strategies will identify a client's current and future business requirements and determine how cloud, data and digital technology more broadly can be used to improve service delivery and efficiency. Technology strategies tend to follow a business strategy, once investment decision has been made, they focus on determining the solution which is best placed to deliver the required change. This can include identifying and analysing delivery approaches, for example in house, managed, SaaS, and vendor choice.

Business case development can be included as part of a strategy or offered as a standalone offering. FarrPoint consultants include economists who can develop Green Book structured business cases and complete socio-economic impact assessments to support technology investment.

All FarrPoint's strategy development is grounded in the implementation support we provide to clients. This real-life experience of helping to deliver technology change means that we can ensure that the strategies we develop are realistic and practical. This includes FarrPoint considering the operational, staffing, user and citizen impact of the options being analysed as part of the strategy. FarrPoint has experience of co-design of services and has completed staff and citizen engagement as part of previous strategy developments to ensure that recommendations take account of the views and needs of citizens and staff.

- **Procurement:** FarrPoint supports clients with technology procurement. This support can include developing tender specifications, market engagement, tender evaluation, and supplier negotiation. FarrPoint often completes this support working as part of a team with the client's staff, however, in some cases FarrPoint is entirely responsible for the procurement process. Our experience covers the procurement of a full range of technology, data and services, with procurement values from tens of thousands through to several hundred million pounds.
- **Technical Assurance:** Following our procurement support clients often engage FarrPoint to provide support into the implementation and on-boarding stage of a project. During this stage, FarrPoint usually acts in a technical assurance role. Typically, this involves FarrPoint delivering tasks which include:
 - Reviewing and approving supplier's technical solutions, on-boarding arrangements, documentation and test plans.
 - Reviewing delivery plans and timescales.
 - Witnessing acceptance testing.
 - Helping to resolve technical issues or questions.
- **Optimisation and Review:** FarrPoint's review work helps clients ensure they are getting the best use from their existing technology. These services can include reviewing a client's technology estate to identify whether there is a need for upgrades and to ensure that best use is being made of the functionality it offers. Services can require FarrPoint to help clients resolve technology and data issues. FarrPoint also conducts evaluation of project outcomes to assess realised benefits and lessons learned, using the Magenta Book framework as appropriate.

Our cloud consultancy services can be tailored to fit requirements from ad-hoc support through to major strategic and design projects.

2.2 Further Service Information

Details of the level of backup, restore and disaster recovery that will be provided;	FarrPoint has disaster recovery and business continuity procedures in place to ensure continuity of our services and backup of data.
On-boarding and Off-boarding processes, scope etc.;	On-boarding arrangements are dependent on the scope of the assignment; however, we can usually provide resource within one week of receipt of an order. Off-boarding arrangements are also dependent on the scope of the assignment and would be agreed with the client prior to, or soon after, the assignment commencing.

Pricing (including unit prices, volume discounts (if any), data extraction etc.)	Please see separate pricing document for consultant day rates.
Service management and after sales support;	As part of FarrPoint's quality processes a Lead Consultant is assigned to each client. The Lead Consultant provides a single point of contact for the client for all aspects of management of FarrPoint services.
Service constraints (e.g. maintenance windows, level of customisation permitted);	N/A
Service Levels (e.g. performance, availability, support hours, etc.);	Our assignments are usually completed during normal working hours (Monday-Friday 0900 - 1700). Requirements for work outside these hours can be accommodated and are agreed with clients, as required. Quality criteria for our service will be agreed with the client as part of initiation and will be monitored by our lead consultant throughout project delivery.
Financial recompense model for not meeting service levels;	As part of the definition of an assignment the deliverables, service levels and quality criteria are agreed as will be any payment model associated with these deliverables.
Training;	FarrPoint preference is always to work closely with our clients. This approach means that knowledge transfer happens on a continuous basis through the assignment. If more structured training is required, this can be discussed and agreed with clients, as required.
Ordering and invoicing process;	Ordering process is via a written instruction from the client and completion of the necessary call off documentation. Invoicing terms will be agreed with the client and can be monthly in arrears or based on the achievement of milestones/deliverables.
Consumer responsibilities;	Client responsibilities are agreed prior to, or soon after, the assignment commencing.
Technical requirements (service dependencies and detailed	N/A

technical interfaces, e.g. the client side requirements, bandwidth/latency requirements etc.);	
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1.0	Issued	RP	AM	AM	RP	05/01/2026

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